GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2066
ANSWERED ON:28.07.2016
Changes in Norms for Air Passengers
Gopalakrishnan Shri R.;Jayavardhan Dr. Jayakumar;Reddy Shri Ponguleti Srinivasa;Satav Shri Rajeev Shankarrao

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received complaints from air passengers that issues concerning them were not being resolved within a reasonable time, if so, the details thereof;

(b) whether the Government has now proposed extensive passenger friendly measures in air travel rules, if so, the details thereof

(c) whether the Government has sought suggestions from stakeholders before finalising and implementation of the new norms, if so, the details thereof and the response thereon;

(d) whether private airlines are opposing the Directorate General of Civil Aviation"s rule to reduce fee for carrying five kg. baggage on flights as "illegal" and they have also opposed most of the other "passenger-centric norms, such as enhanced compensation for denying boarding and flight delays;

(e) if so, the details thereof and the measures the Government has taken/ proposed to be taken in this regard; and

(f) the steps/measures taken by the Government to ensure compliance of these measures by the private airlines operating in the country?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a): Airline wise details of the passenger complaints received and their status, for the year 2015 and current year (Up to May 2016), as submitted by the scheduled airlines is placed at Annexure-1.

(b): Following Civil Aviation Requirements (CAR) and Air Transport Circular (ATC) on passenger facilitation have been amended by the Directorate General of Civil Aviation (DGCA), in order to comply the Hon"ble Supreme Courts Guidelines and to address the grievances of the passengers travelling by air.

(i) CAR Section -3, Air Transport, Series-M, Part-I issued on "Carriage of Air Persons with Disability and/or Persons with Reduced Mobility."

(ii) CAR Section-3, Air Transport, Series-M, Part-II issued on "Refund of Airline Tickets to Passengers of Public Transport Undertakings."

(iii) CAR Section-3, Air Transport, Series-M, Part-IV issued on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights." and

(iv) ATC 02 of 2016 issued on "Unbundle of services and fees by scheduled airlines."

(c): The draft amended CARs were uploaded on DGCA website for public comments. Comments/suggestions were received from different organization, individuals which were examined and feasible comments of the stake holders have been incorporated in the final CARs. Amended CARs and ATC were then uploaded on DGCA website after approval of competent authority.

(d) to (f): No such petition have been made by the airlines on the amended CARs as on date.